

## **1.1 Referrals**

Referrals for independent living services come from a variety of sources. IL Centers work closely with Adult Services & Aging, VR/SBVI, hospitals, nursing homes, rehabilitation facilities, etc. to promote referrals. IL Centers gather the following from referrals: date of birth, disability, name, phone number, address and need. To access instructions on how to enter a new Information & Referral to Net-Cil, [click here](#).

A CIL will have 2-3 working days to make contact with a potential participant after receiving a referral. An IL Specialist should make at least three attempts to contact a new referral and those attempts should be documented in the I & R Log. Direct referrals should be made to other agencies when it is felt the participant may benefit from their services. If a referral cancels or does not show for two consecutive appointments, the referral can then be put on hold until they contact the CIL again.

Under normal circumstances, an IL Specialist should meet with a new referral to open a file within five working days of receiving the referral unless travel makes that impractical.

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